

City of Williamsburg

Facility name: Public Works and
Utilities Department

Person resp	Prepared by	Reviewed by	Approved by
EMS 7/25/2006	EMS 9/7/2004	EMS 10/9/2007	DGC 7/25/2006

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Revision no. 2

4.4.33 Communication Procedure

This is a printed copy of the original and will not be kept up-to-date.

Persons responsible:

Areas of application: Department of Public Works and Utilities Shop Complex

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Warning! The information in this document may be out of date and should be reviewed.

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Distribution list:

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Revision schedule

Rev. no.	Date	Description
1	9/7/2004	Changed External Communication Log to Internal and External Log, added 5.1.3 to Procedure 4.4.33
2	7/25/2006	Revised 5.1.2, Took out non-routine throughout the procedure

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4.4.33 Communication Procedure

1 PURPOSE

- 1.1 The purpose of this procedure is to establish internal and external communication practices related to environmental issues for the City of Williamsburg Public Works and Utilities Department.

2 SCOPE

- 2.1 This procedure is responsive to Element 4.4.3 Communication, of the ISO 14001 1996 standard, and covers operations of the Public Works and Utilities Department.

3 RESPONSIBILITY

- 3.1 The EMS Team is responsible for documenting and maintaining the Internal / External Communications Log 4.4.33-1FB in GreenWare.
- 3.2 Individuals on the EMS Team will be responsible for representing the interests of their respective departments' personnel as well as disseminating pertinent information to the departments.
- 3.3 This procedure applies to all employees of the Public Works and Utilities Department, on site vendors, contractors and interested parties. This procedure considers activities, products and services pertinent to environmental management to include permanent and temporary employees of the Public Works and Utilities Department, and its respective vendors and contractors.

4 DEFINITIONS

- 4.1 Refer to 3.0 ISO 14001-1996 Related Definitions

5 PROCESS

- 5.1 Internal Communication
- 5.1.1 Concerns associated with environmental issues raised by the Public Works and Utilities Department employees will be directed to the EMS Team by the following: I) Superintendent II) EMS Team member III) Employee suggestion box IV) Internal e-mail system V) Periodic superintendent meetings
- 5.1.2 Changes or additions to the environmental policy and procedures will be communicated to the affected employees of the Department of Public Works and Utilities by the EMS Team through the e-mail system or through meetings.
- 5.1.3 Inquiries associated with environmental issues communicated by external parties should be forwarded to the Public Works and Utilities Department EMS Team. The EMS Team will document the inquiries in the Internal / External Communication Log 4.4.33-1FB. The completed form and related documentation (attachments) will become hard copy records maintained by the EMS Team. The information on the form includes: I) Date of Communication II) Name, Address and Phone Number of External Party III) Nature of Inquiry
- 5.2 External Communication

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- 5.2.1 Inquiries associated with environmental issues communicated by external parties should be forwarded to the Public Works and Utilities Department EMS Team. The EMS Team will document the inquiries in the Internal /External Communication Log 4.4.33-1FB. The completed form and related documentation (attachments) will become hard copy records maintained by the EMS Team. The information on the form includes: I) Date of Communication II) Name, Address and Phone Number of External Party III) Nature of Inquiry
- 5.2.2 The EMS Team is responsible for providing the external interested parties with the Environmental Policy as requested, in writing and or verbally (if requested by telephone conversation).
- 5.2.3 Information sent to / or received from, external parties will be documented by the EMS Team in the External Environmental Communication Log.
- 5.2.4 The Environmental Policy will be made available to the public upon request.
- 5.3 Emergency Communication
 - 5.3.1 In the event of an environmental emergency or major spill situation, employees are to immediately contact emergency personnel, and their supervisors, secure the area of the spill and take no further action until directed by the emergency personnel or supervisor. The supervisor will follow the communication protocol detailed in the 4.4.72 Emergency Response Procedure.

6 REFERENCES/RELATED DOCUMENTS

- 6.1 4.4.33-1FB Internal / External Environmental Communication Log
 - 6.2 4.4.72 Emergency Response Procedure
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